

May 27, 2011

To: Executive Board

Subject: **Performance Indicators Report –April 2011**

---

## Recommendation

Receive and file the April 2011 Performance Indicators Report.

## Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for April 2011 was 1,211,253. This is two percent below April 2010 ridership.
- **Fare Revenue** – Total fare revenue for April 2011 was \$1,443,604, resulting in an average fare of \$1.19 per boarding. This is in line with April 2010 revenue levels.
- **Operating Expenses** – Total operating expenses for April 2011 were \$4,465,964 resulting in an average cost per service hour of \$80.75. Total operating expenditures show a decrease of 20 percent from April 2010 figures.
- **Accidents** – There were ten preventable accidents in April 2011, producing an average of 0.93 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 9.91 complaints per 100,000 boardings for April. This is an increase of 2.4 percent over the April 2010 figures.
- **Schedule Adherence** – This month 85.4 percent of all trips surveyed were on-time. This is an improvement of 2.4 percent when compared to April 2010.

## Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

## Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

## Total Boardings and Total Revenues

Total boardings in April 2011 were 1,211,253. This is a decrease of 2.14 percent when compared to April 2010 figures. Overall year-to-date boardings are 11,563,306 and represent a decrease of 3.8 percent when compared to the previous fiscal year.

The total recorded fare revenue in April 2011 was \$1,443,604 million. This is in line with April 2010 figures. This resulted in an average fare per boarding of \$1.19 which is an improvement of almost three percent over the April 2010 fare per boarding figure.

Total expenditures for the month were \$4.5 million. This decrease of 20 percent from April 2010 figures is primarily the result of a ten percent decrease in vehicle service hours since July 2010. In addition, April's adjustment of an over-accrual of expenses in March 2011 resulted in a \$500,000 decrease in operating cost.

Overall year-to-date revenues show an improvement of eight percent over the previous fiscal year while year-to-date expenditures have also declined by almost ten percent.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

## Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In April 2011 there were a total of six preventable accidents, producing an average of 0.56 preventable accidents per 100,000 miles for the month.

This represents three more accidents than April 2011 figures. Year-to-date preventable accidents are averaging 0.38 per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

### Complaints per 100,000 Boardings

In April an average of 9.91 complaints per 100,000 boardings were recorded. This is an increase of 42 percent over February 2011. Of the 120 complaints received during the month, 81 were related to schedule adherence. There were also 24 complaints related to operator courtesy, ten related to safety, and five related to fares. The agency also received four compliments for the month. Historically, it is normal to see increases in complaints soon after a service schedule change as new operators get accustomed to their new schedules. We continue to see spikes in schedule adherence complaints, primarily the result of the numerous road improvement projects, closures and detours. We anticipate continued delays on Foothill Transit's heavily used lines. The largest offenders in customer complaints were Lines 187, 492 and Silver Streak producing a combined total of 46 complaints.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

### Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In April 2011 the agency achieved an average of 85 percent on-time performance on all lines. This is below the performance target of 90 percent; but is an improvement of 2.4 percent over April 2010 figures. Current year-to-date figures reflect a 5.6 percent decrease from the previous fiscal year.

### Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 27 seconds during April 2011 is below the performance target of 50 seconds and represents an improvement of almost four percents over April 2010 figures. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

## Average Miles between Service Interruptions

In April, Foothill Transit averaged 82,658 miles between service interruptions. This is well above the fiscal year target of 15,000 miles, and represents an improvement of almost 58,000 miles above April 2010. Roadcalls are tracked daily and categorized through the agency's Business Intelligence program. Roadcalls that result in customer delays due to coach exchanges in the middle of the route are classified as Service Interruptions. Year-to-date, average miles between service interruptions are 32,233, which is also an improvement of almost 60 percent when compared to the previous fiscal year. This indicator not only measures the overall performance of Foothill Transit's maintenance, but also reflects customer delays as a result of mechanical service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

## Boardings per Vehicle Service Hour

The agency averaged 21.9 boardings per vehicle service hour in April 2011. This represents an increase of almost eight percent over April 2010. The 55,307 service hours operated during the month are 9.14 percent below the same period in the previous fiscal year. The higher boardings per hour figure continue to indicate that the targeted service reductions did not have a significant negative impact on overall ridership.

Attachment H shows the trend of this performance indicator.

## Average Weekday Boardings

In February 2011, the agency averaged 48,101 boardings per weekday. This figure is in line with April 2010 average weekday boardings. Year to date average weekday boardings are 46,128. This is two percent below the previous fiscal year, but currently eight percent above the fiscal year target of 42,500.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

## Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in April 2011 was \$80.75. This

Executive Board Meeting – 5/27/11  
Performance Indicators Report – April 2011  
Page 5

is a decrease of 12 percent over April 2010 figure. The year-to-date cost per hour of \$88.40 reflects an increase of two percent over the previous fiscal year, and is below the performance target of \$92.91.

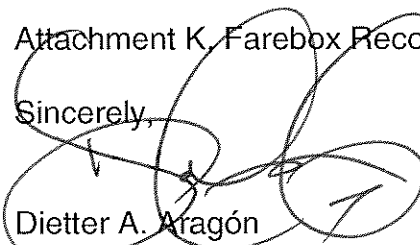
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

### Farebox Recovery Ratio

The April 2011 farebox recovery ratio was 32 percent. This is a 26 percent improvement over April 2010 figures. For the fiscal year, farebox recovery ratio is currently tracking at 29 percent and represents an improvement of 19.5 percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Dietter A. Aragón  
Planning Manager

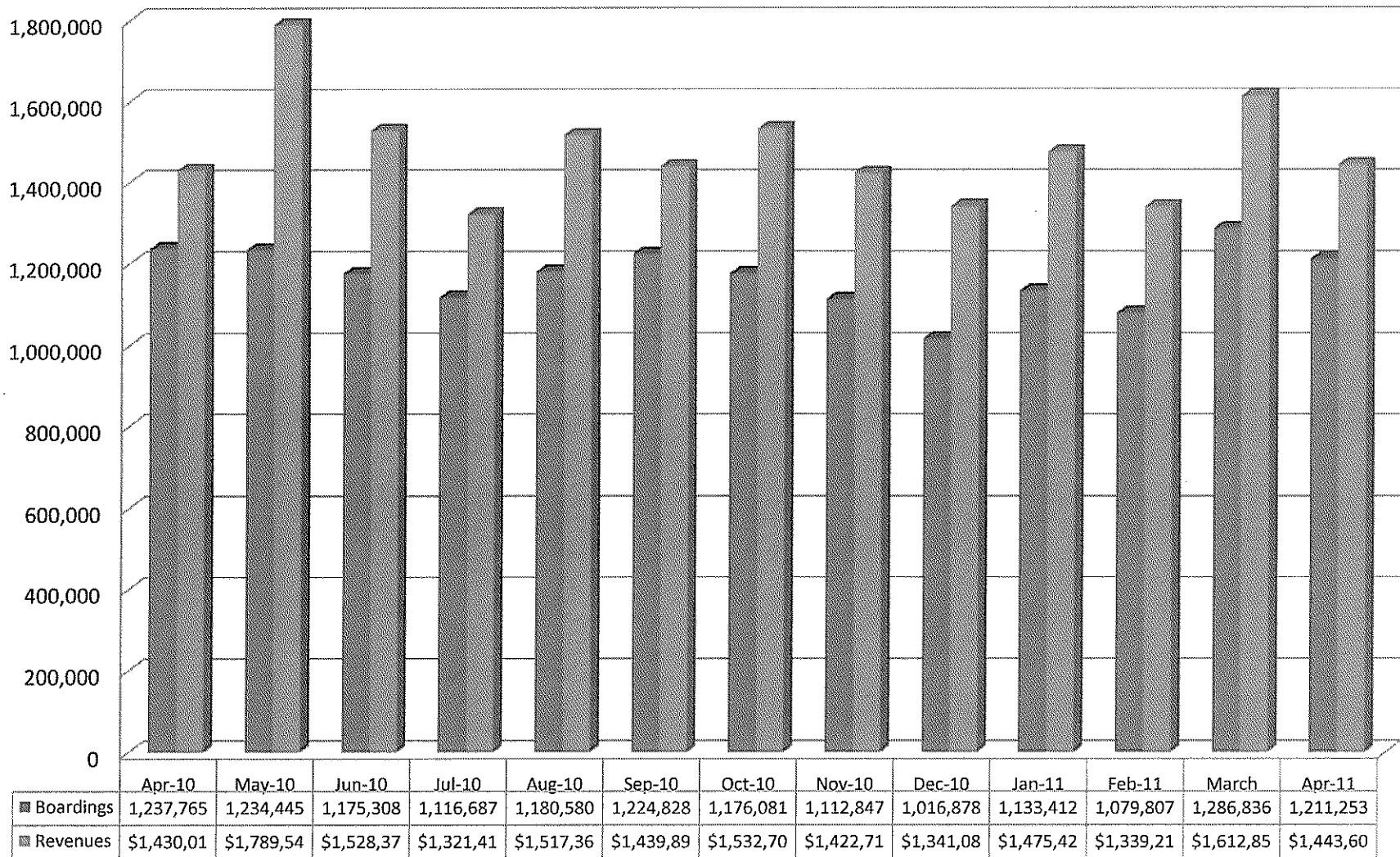


Doran J. Barnes  
Executive Director

Attachment A: Key Indicators Report  
April-11

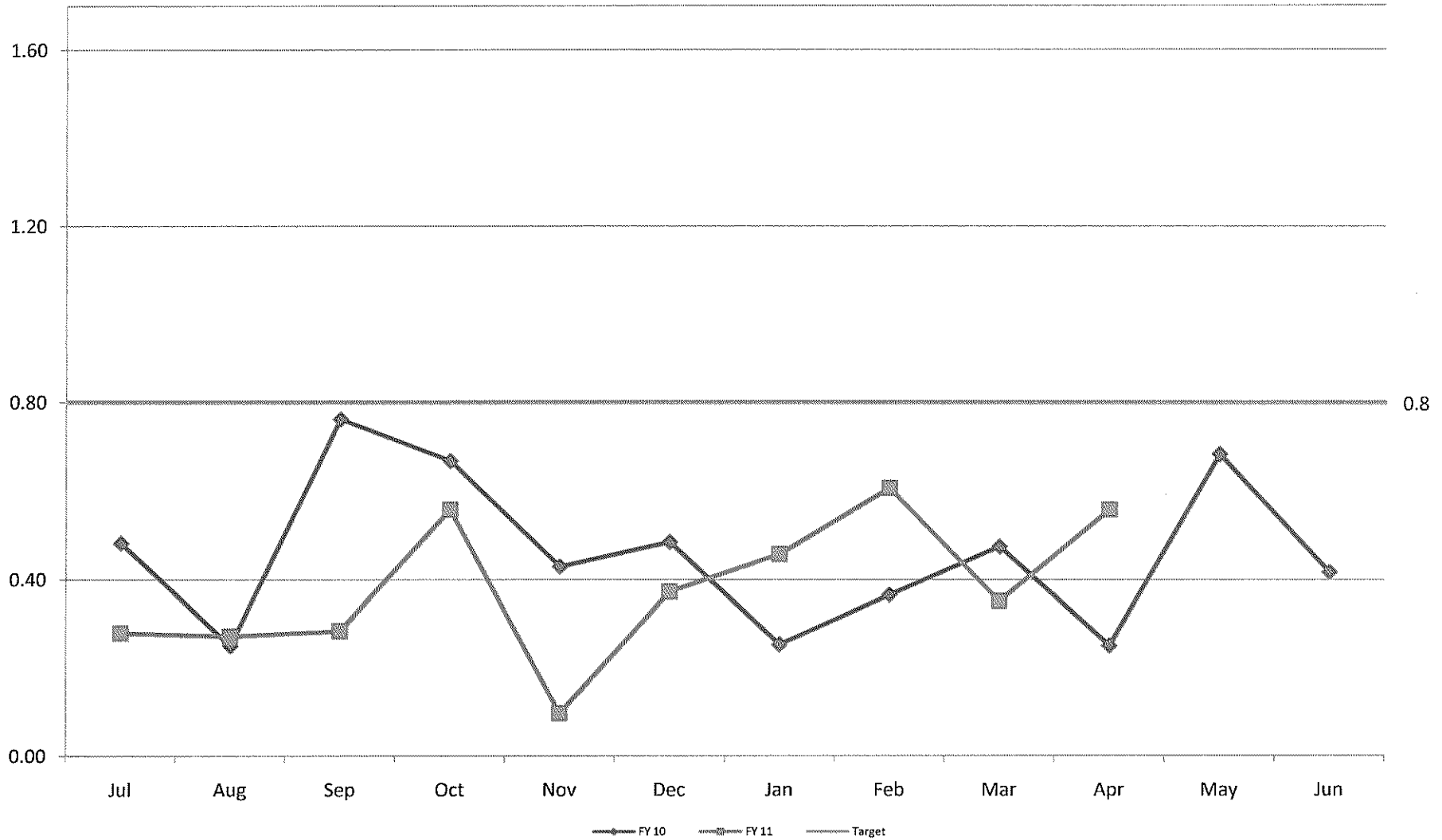
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 11 Year to Date	YTD Meets/Exceeds	FY 10 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,211,253	N/A	1,237,765	-2.14%	N/A	11,563,306	N/A	12,026,959	-3.86%
	Vehicle Service Hours		55,307	N/A	60,869	-9.14%	N/A	558,402	N/A	621,856	-10.20%
	Total Fare Revenue	B	\$1,443,604	N/A	\$1,430,015	0.95%	N/A	\$14,448,964	N/A	\$13,163,323	9.77%
	Total Operating Expense		\$4,465,964	N/A	\$5,603,197	20.30%	N/A	\$49,364,682	N/A	\$53,777,632	8.21%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.56	X	0.25	-123.23%	0.80	0.38	X	0.44	13.78%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	9.91		6.22	-59.26%	7.5	8.60		5.98	-43.94%
	Schedule Adherence	E	85.4%		83.4%	2.43%	90%	82.1%		87.1%	-5.64%
	Average Hold Time	F	0:27	X	0:26	-3.85%	0:50	0:24	X	0:28	13.93%
	Average Miles Between Service Interruptions	G	82,658	X	23,987	29.02%	15,000	32,233	X	18,722	58.08%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	21.9	X	20.3	7.88%	18.7	20.7	X	19.3	7.25%
	Average Weekday Boardings	I	48,101	X	48,026	0.16%	42,500	46,128	X	47,070	-2.00%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$80.75	X	\$92.05	12.28%	\$92.91	\$88.40	X	\$86.48	-2.23%
	Farebox Recovery Ratio	K	32.32%	X	25.52%	26.66%	24.15%	29.27%	X	24.48%	19.58%

## Attachment B: Total Boardings vs. Total Revenues



Attachment B

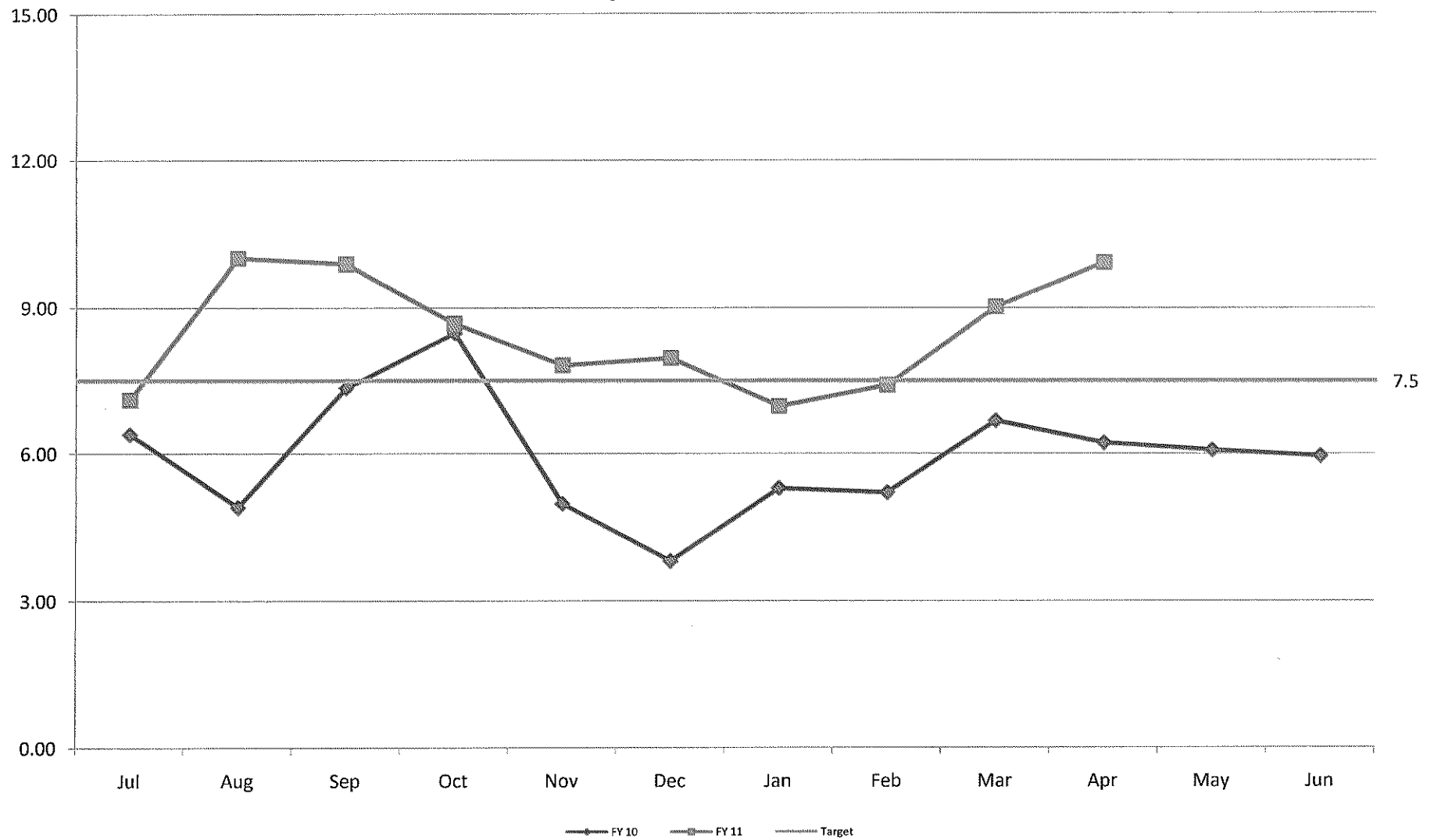
## Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



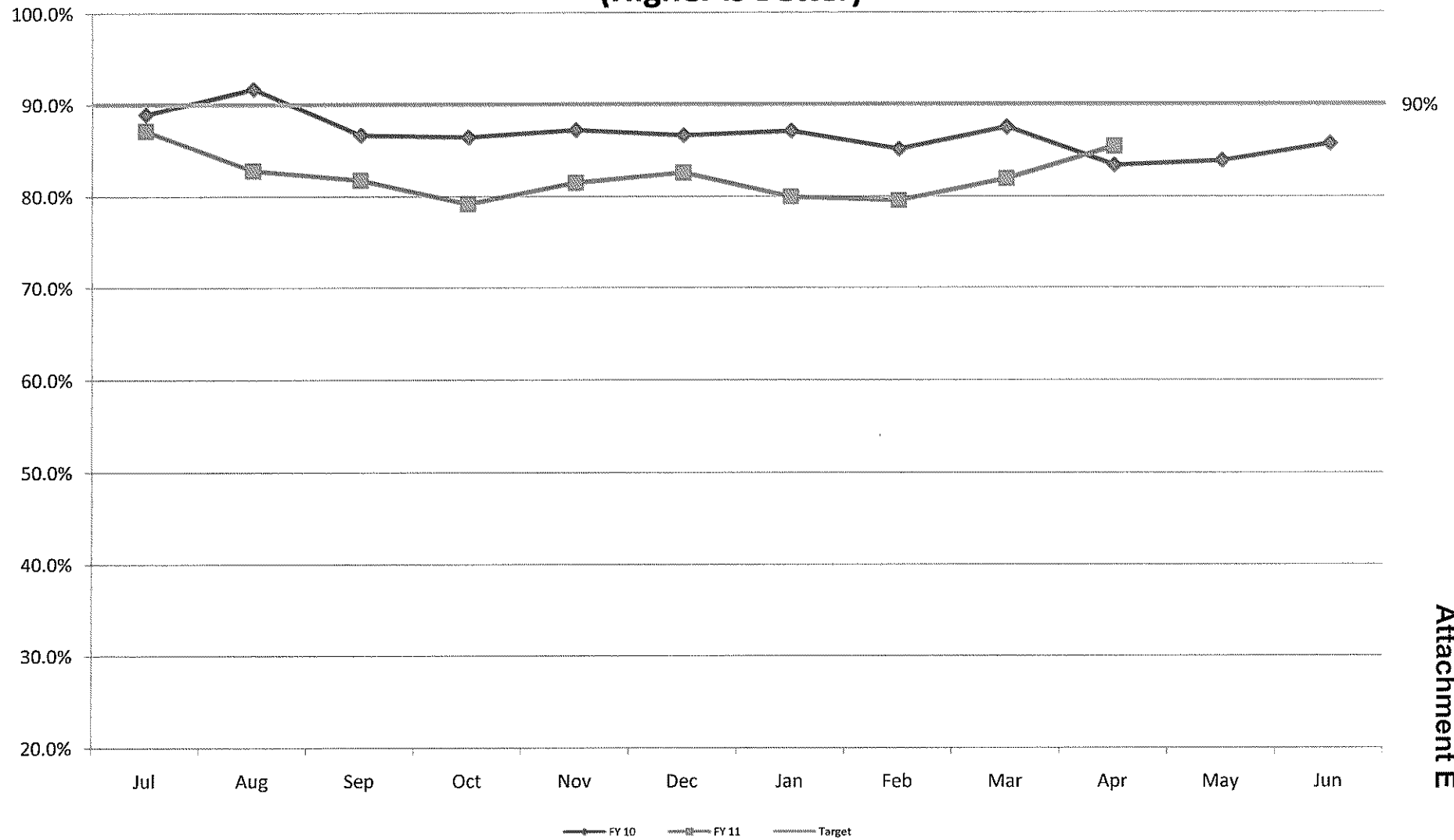
Attachment C



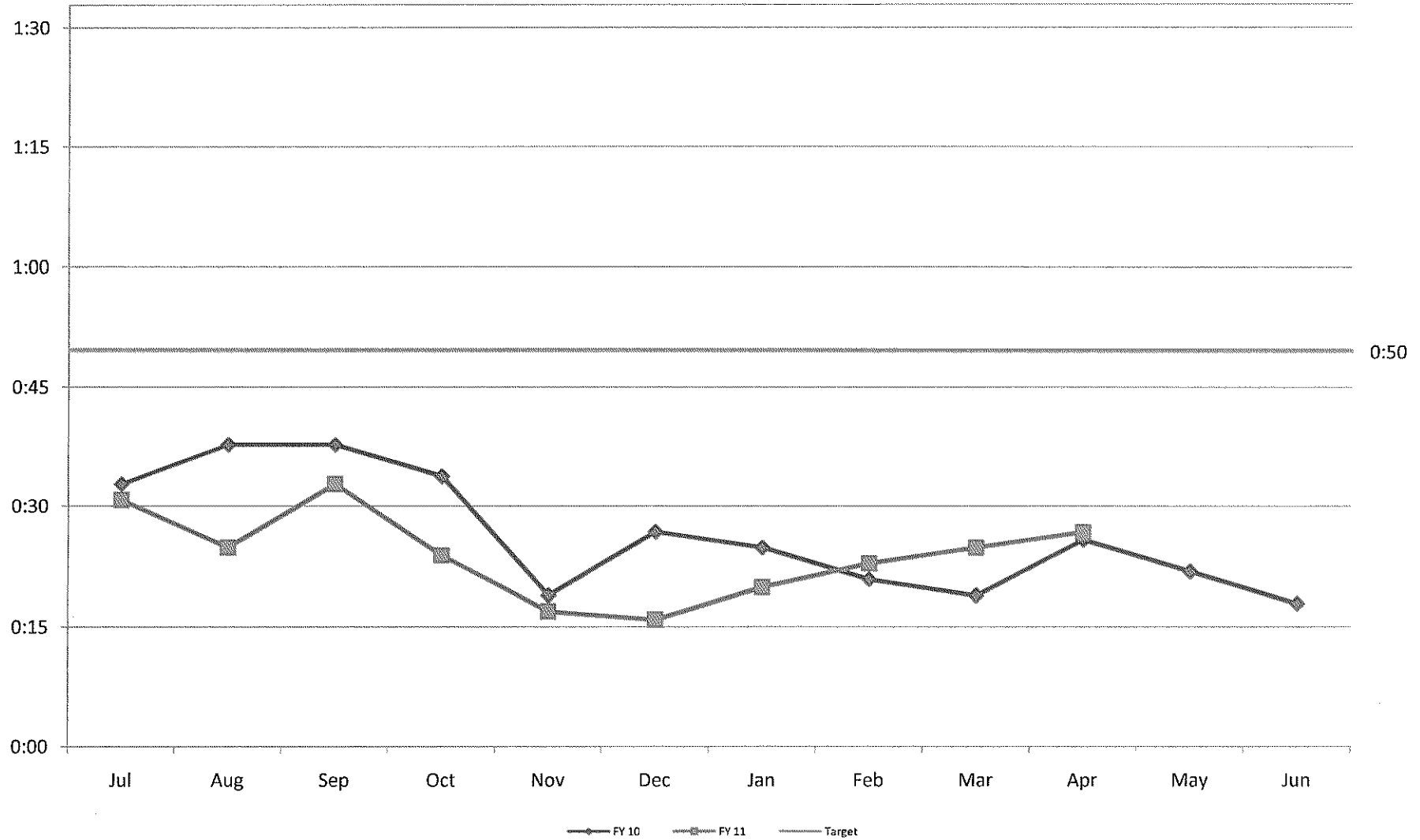
## Attachment D: Complaints per 100,000 Boardings (Lower is Better)



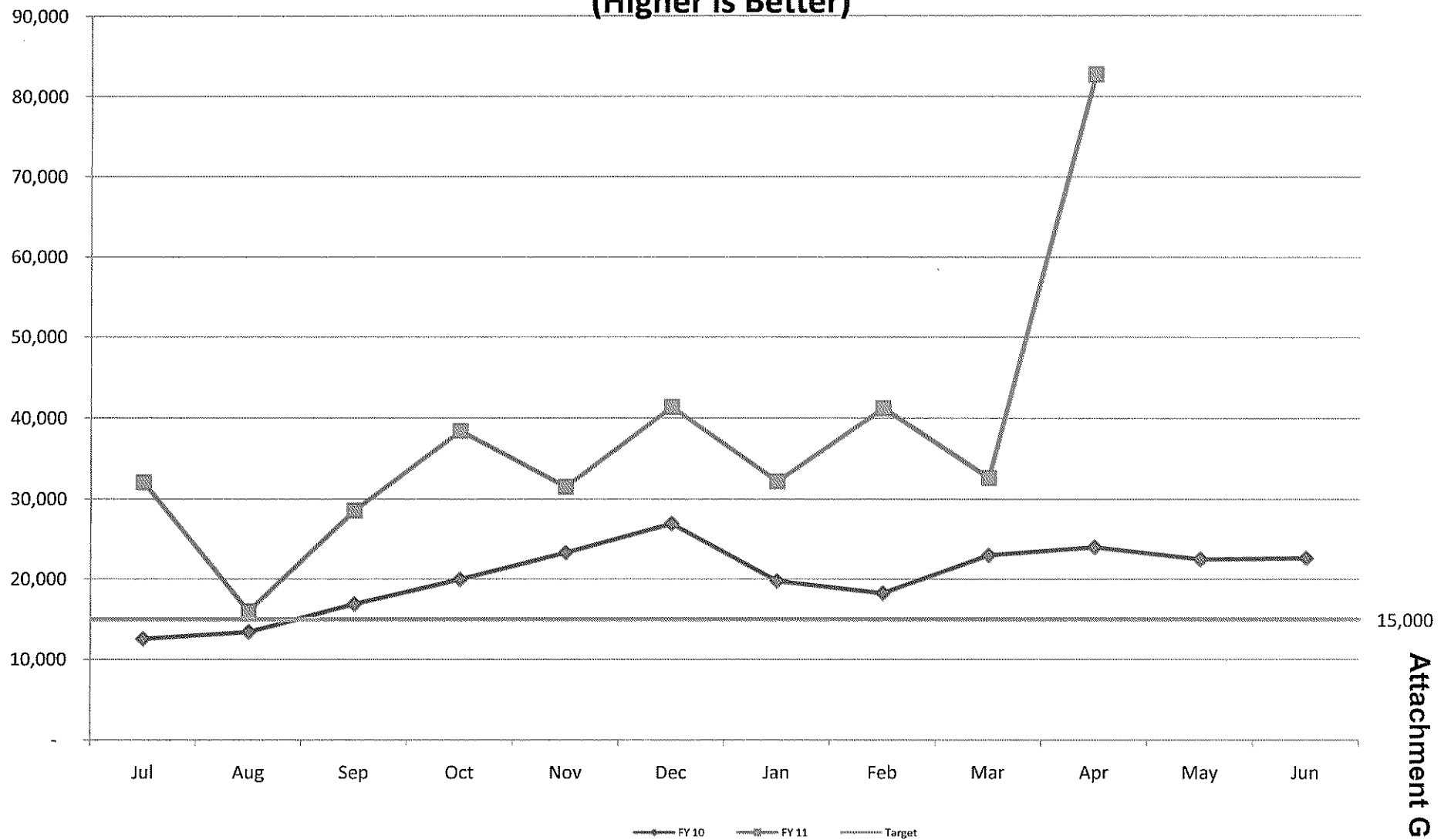
## Attachment E: Schedule Adherence (Higher is Better)



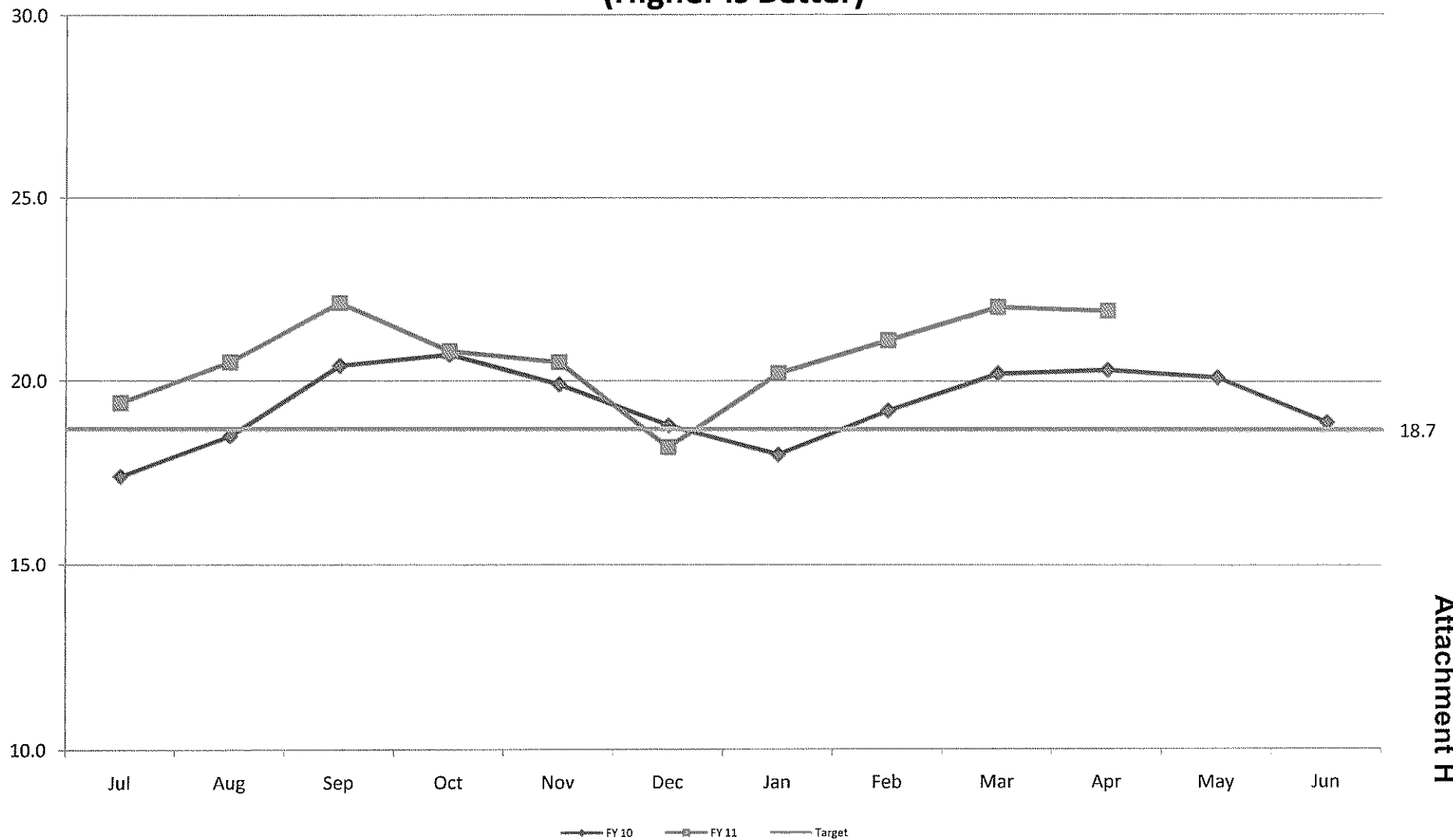
## Attachment F: Average Hold Time (Lower is Better)



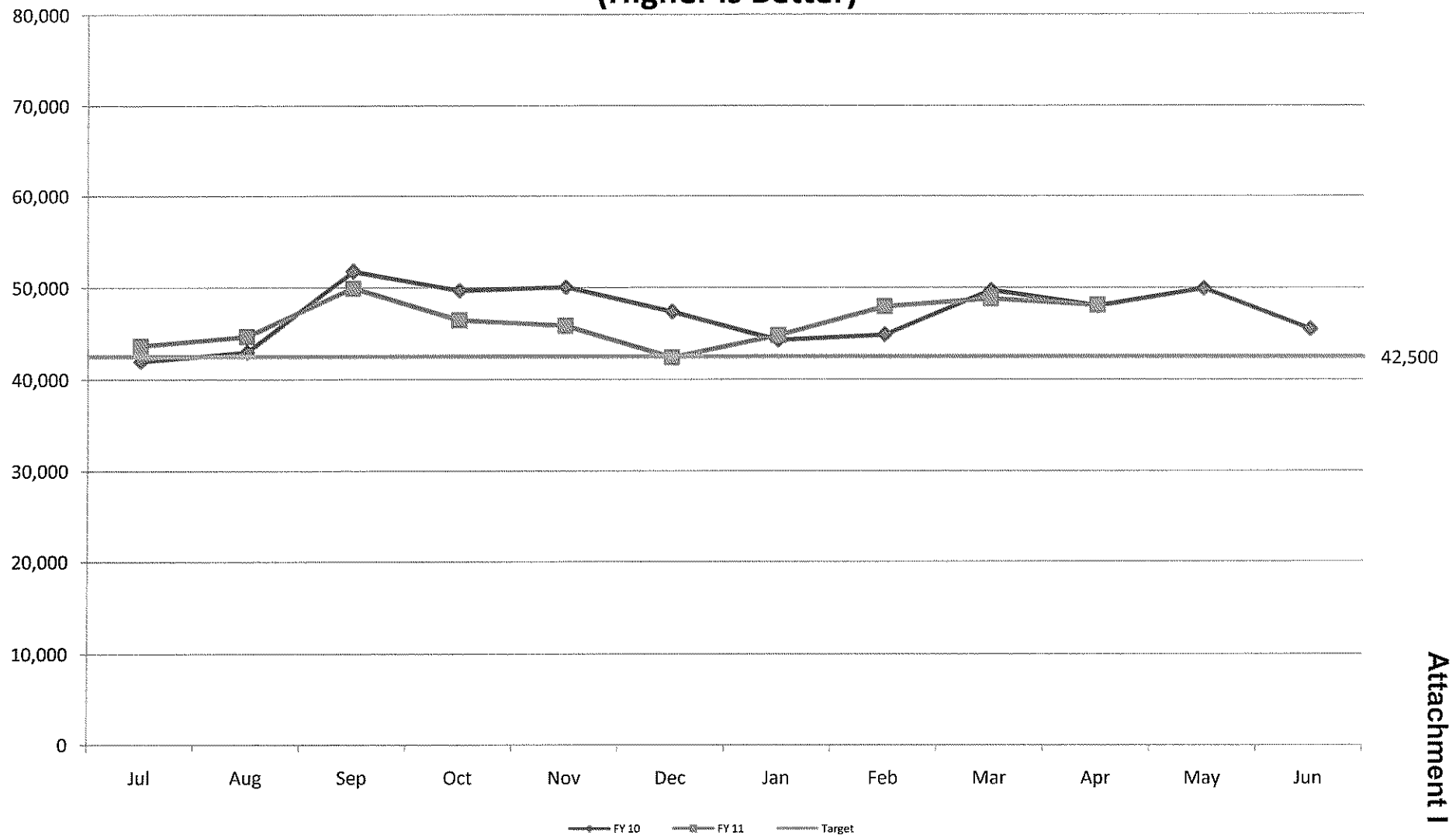
## Attachment G: Average Miles Between Service Interruptions (Higher is Better)



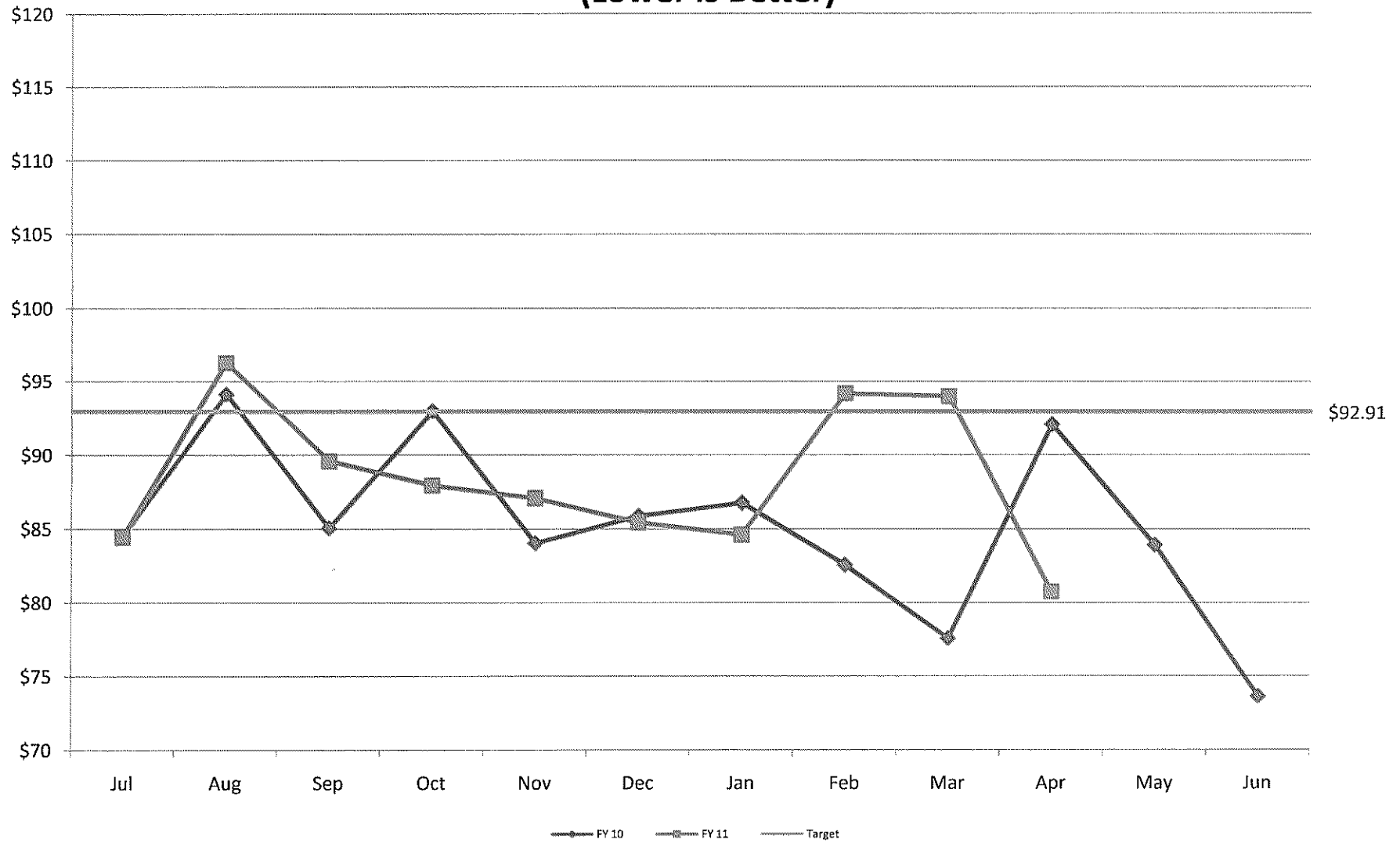
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



## Attachment I: Average Weekday Boardings (Higher is Better)

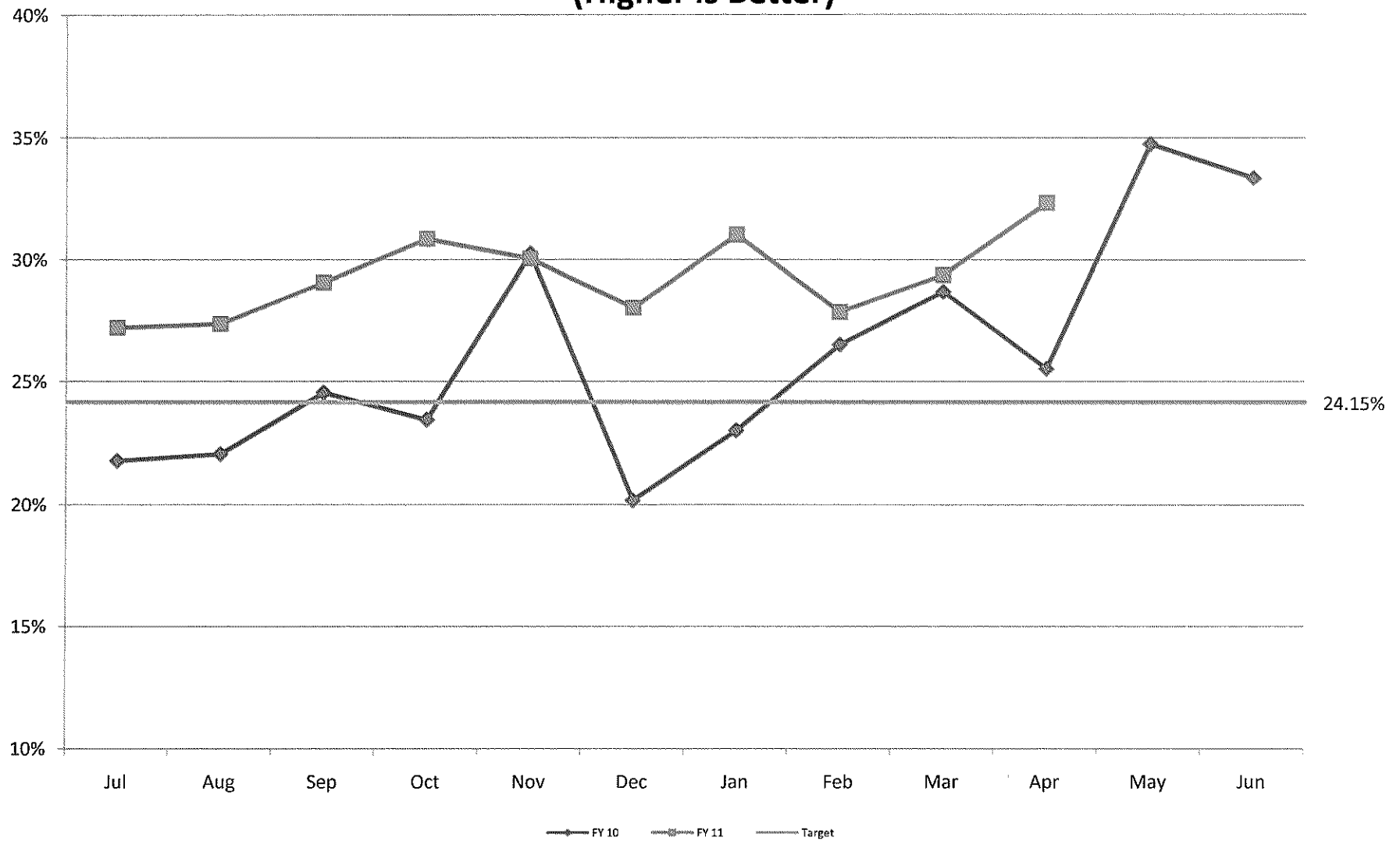


## Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment J

## Attachment K: Farebox Recovery Ratio (Higher is Better)





Attachment L: Operations Report - Total System  
April-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 11 Year to Date	YTD Meets/Exceeds	FY 10 Year to Date	% Improvement
Average Fare per Boarding	\$1.19	\$1.16	3.16%	\$1.09	\$1.25	X	\$0.96	29.97%
Average Cost per Boarding	\$3.69	\$4.53	18.55%	\$4.56	\$4.27	X	\$4.47	4.53%
Average Subsidy per Boarding	\$2.50	\$3.37	25.99%	\$3.47	\$3.02	X	\$3.51	13.97%
Total Vehicle Miles	1,074,550	1,199,352	-10.41%	N/A	10,733,622	N/A	11,963,556	-10.28%
Vehicle Service Miles	819,110	942,040	-13.05%	N/A	8,276,355	N/A	9,394,817	-11.91%
Total Vehicle Hours	64,997	71,900	-9.60%	N/A	656,721	N/A	733,608	-10.48%
In-Service Speed	14.8	15.5	-4.30%	N/A	14.8	N/A	15.1	-1.89%
Boardings per Vehicle Service Mile	1.48	1.31	12.54%	N/A	1.40	N/A	1.28	9.14%